

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No. _____
ICC Office Use Only

Please provide the appropriate information in the () areas in the heading below.

GlobalPhone Corp.

Application for a certificate of
interexchange authority
to operate as a reseller
of telecommunications
services statewide in the
State of Illinois.

04-0478

CHIEF CLERK'S OFFICE
JUL 21 AM 11:07
COMMUNICATIONS SECTION
JUL 21 AM 11:07

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 541762191

GlobalPhone Corp.

Address: Street 137 N. Washington Street, Suite 200

City Falls Church State/Zip VA 22046

2. Authority Requested: (Mark all that apply) ☒ 13-403 Facilities Based Interexchange

☒ 13-404 Resale of Interexchange

☐ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☒ Part 735 Procedures Governing the Establishment of Credit, Billing,
Deposits, Termination of Service and Issuance of Telephone
Directories for Local Exchange Telecommunications Carriers in the

State of Illinois

 X Section 735.180 Directories

 Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.
5. In what area of the state does the Applicant propose to provide service?

 Statewide

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application

Katherine E. Barker
Senior Consultant
The KDW Group, LLC
1200 19th Street NW, Suite 500
Washington, DC 20036
Telephone: (202) 955-9669
Facsimile: (202) 955-9792
E-mail: kbarker@thekdwgroup.com

Guy Jazynka
Vice President
GlobalPhone Corp.
137 N. Washington Street, Suite 200
Falls Church, VA 22046
Telephone: (703) 237-6545
Facsimile: (703) 533-2122
E-mail: gjazynka@gphone.com

- b) consumer issues

Aida Loomis
Director of Customer Service
GlobalPhone Corp.
137 N. Washington Street, Suite 200
Falls Church, VA 22046
Telephone: (703) 237-6545
Facsimile: (703) 533-2122
E-mail: aloomis@gphone.com

- c) customer complaint resolution
Aida Loomis
Director of Customer Service
GlobalPhone Corp.
137 N. Washington Street, Suite 200
Falls Church, VA 22046
Telephone: (703) 237-6545
Facsimile: (703) 533-2122
E-mail: aloomis@gphone.com
- d) technical and service quality issues

Aida Loomis
Director of Customer Service
GlobalPhone Corp.
137 N. Washington Street, Suite 200
Falls Church, VA 22046
Telephone: (703) 237-6545
Facsimile: (703) 533-2122
E-mail: aloomis@gphone.com
- e) "tariff" and pricing issues

Guy Jazynka
Vice President
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- f) 9-1-1 issues

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- g) security/law enforcement

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Facsimile: (703) 533-2122

E-mail: gjazyanka@gphone.com

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

☐ Individual

☐ Partnership

☐ Other (Specify)

☒ Corporation

Date corporation was formed May 23, 1995

In what state? Virginia

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

See Exhibit A

9. List jurisdictions in which Applicant is offering service(s).

Applicant currently offers international and interstate services at this time. Applicant has been certified to provide its services in Florida, Michigan and Texas and has applications pending in California and New York.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

☐ YES ☒ NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

☐ YES ☒ NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? ☐ YES ☒ NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested. ***See Exhibit B***

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms. ***See Exhibit C***

15. List officers of Applicant.

Stephen McCarthy

President and Treasurer

Guy Jazyuka _____

Vice President and Secretary _____

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? _____ YES _____X_____ NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

The Applicant intends to render its own bills. Monthly billing statements will consist of service usage volumes, circuit end points, contact information for billing and service questions, and dollar amounts to be remitted to GlobalPhone.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

GlobalPhone's customer service representatives will be available to assist its customers with service, maintenance and billing issues. Specifically, GlobalPhone's customer services representatives are prepared to respond to a broad range of service matters, including inquiries regarding: (1) the types of services offered by GlobalPhone and the rates associated with such services; (2) monthly billing statements; (3) problems or concerns pertaining to a customer's current service; and (4) general telecommunications matters.

For service or billing issues, customers may contact GlobalPhone's customer services department at (703) 533-2122. Customers wishing to communicate with a customer service representative in writing can either e-mail the Company at support@gphone.com or write to GlobalPhone at: 137 N. Washington Street, Suite 200, Falls Church, VA 22046.

GlobalPhone has the ability to respond to customer complaints and inquiries both promptly and efficiently. Where a customer notifies the Company of a dispute with the Company's billing, service quality, service maintenance or service product, the Company will make every effort to resolve the registered complaint in an expeditious and fair manner. Depending upon the nature and the amount involved, the complaint may be resolved verbally at the time of the customer's call or shortly thereafter. For example, certain customer service representatives in the Company's complaint department are authorized to immediately and without further consultation resolve customer complaints of a specified monetary amount. Complaints of a more detailed nature and for larger monetary amounts may necessitate consultation with managerial staff and the need for an in-depth investigation and review of the issue.

The length of such investigations will vary on a case by case basis but, generally speaking, the Company expects to resolve most complaints within one to two weeks. Where internal investigations are necessary, the Company will notify the customer, in writing, of the results of its review. If the customer remains dissatisfied with the result of a review, and if complaint resolution cannot be reached internally, the Company will inform the customer of its right to file an appropriate complaint with the Commission to seek the Commission's assistance, and will provide the customer with the Commission's address and telephone number.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

(703) 533-2122

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

GlobalPhone has a policy requiring that a customer signs a service order prior to commencement of service. Established customers will be able to order additional products and services through the use of a secure website.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

☐ YES ☐ NO (If no, please provide an explanation.) **Not Applicable, GlobalPhone is seeking authority as an Interexchange Carrier only.**

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service. ***See Exhibit D, filed under seal.***

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☒ YES ☐ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

The Applicant has its own facilities in place and will utilize these facilities, separately or in conjunction with leased facilities/services from Global Crossings. Applicant has the technical resources to deploy and maintain any of its own facilities as evidenced by the personnel as stated in Exhibit C, filed under seal. Additionally, the Applicant has been providing international calling services for a number of years and has experience in maintaining its network.

If NO, which facility provider(s)'s services does the Applicant intend to use?

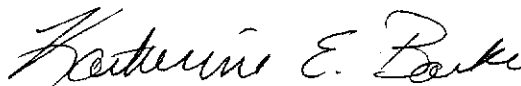
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27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

GlobalPhone intends to offer long distance services, debit and prepaid cards for long distance services and long distance calling cards.

28. Will technical personnel be available at all times to assist customers with service problems?

X YES NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? YES NO **Not Applicable**



(Signature of Applicant)

Katherine E. Barker, Representative of GlobalPhone Corp.

VERIFICATION

This application shall be verified under oath.

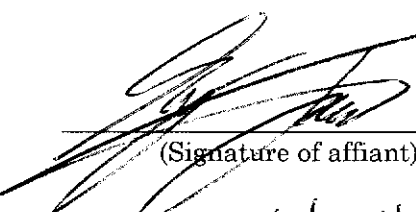
OATH

State of _____)
County of _____)ss

Guy Jazynka makes oath and says that he is Vice President
(Insert here the name of affiant) (Insert the official title of the affiant)

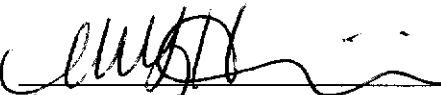
of GlobalPhone Corp.
(Insert here the exact legal title or name of the Applicant)

that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.


(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Khaleda Hussein, Notary
(Title of person authorized to administer oaths)

in the State and County above named, this 11 day of May 2004.


(Signature of person authorized to administer oath)

KHALEDA M. HUSSEINI
Notary Public, Commonwealth of Virginia
My Commission Expires Mar. 31, 2005

